

I am a hearing individual but this still affects me greatly. I work with deaf people and their need to use an affective communication system is vital. I have often been taken away from important tasks to interpret conversations for them. This is sometimes very awkward because I learn things about their personal lives that would better be left to an anonymous VRS worker. Also, often with automated answering services at various places the deaf and Hard of hearing are greatly frustrated due to the slow and awkward services that have been available in the past. The VRS is for them closer to functional equivalency than other telecommunications services. Please do not allow the FCC to further reduce the VRS rate of reimbursement until it becomes available 24/7 with high quality services and accessibility. Please also overturn the FCC's decision refusing reimbursement for video mail.